

**FAA** and **NATCA** will jointly create an environment where employees can achieve work satisfaction by applying their imagination, creativity, and wisdom in developing and maintaining the world's finest air traffic control system. That system will be staffed by employees and managers at all levels who recognize the advantages of teamwork, communication, and involvement in the decision making process, and who are trained to fulfill their joint responsibilities.

## Objectives

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|-------------------------|---|
| <b>Partnership:</b>     | Recognize the value that a <i>partnership</i> can bring to the overall operations and management of the system. |
| <b>Trust:</b>           | Develop a greater degree of <i>trust</i> among controllers, supervisors, managers and union representatives.    |
| <b>Communication:</b>   | Enhance information sharing among members of the team. . . <i>communication</i> .                               |
| <b>Quality:</b>         | Enhance the <i>quality</i> of service to the flying public and employees alike.                                 |
| <b>Problem Solving:</b> | Employ a philosophy that truly emphasizes the <i>solving of problems</i> at the lowest possible level.          |

